



PARTICIPANT GUIDE

Internet
Broadcast

April 13, 2016

IB201604





NATIONAL INSTITUTE OF CORRECTIONS MISSION

The National Institute of Corrections is a center of learning, innovation and leadership that shapes and advances effective correctional practice and public policy. NIC is fully committed to equal employment opportunity and to ensuring full representation of minorities, women, and disabled persons in the workforce. NIC recognizes the responsibility of every employer to have a workforce that is representative of this nation's diverse population. To this end, NIC urges agencies to provide the maximum feasible opportunity to employees to enhance their skills through on-the-job training, work-study programs, and other training measures, so they may perform at their highest potential and advance in accordance with their abilities.

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NIC CONTACT INFORMATION

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Washington, DC 20534
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Toll-free: 800-995-6423
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Director

Robert M. Brown, Jr.
Deputy Director
Acting Chief, Prisons Division

Stephen Amos
Chief, Jails Division

Stephen Haas, Ph.D.
Chief, Community Services Division

Harry Fenstermaker
Chief, Financial Management Office

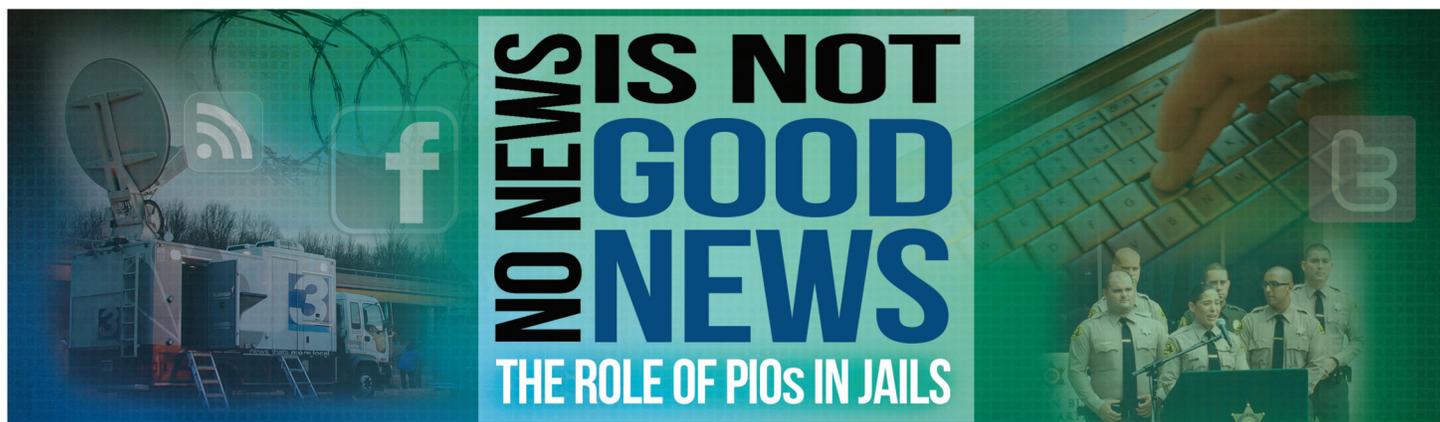
Aurora, CO

National Corrections Academy
NIC Academy Division
11900 E. Cornell Avenue, Unit C
Aurora, CO 80014
Telephone: 303-338-6500
Toll-free: 800-995-6429
Fax: 303-338-6601

Jeff Hadnot
Chief, Academy Division

NIC Information Center
11900 E. Cornell Avenue, Unit C
Aurora, CO 80014

Telephone: 303-365-4424
Toll-free: 800-877-1461
Fax: 303-338-6635
Help Desk: www.nicic.gov/HelpDesk



PROGRAM CONTACT INFORMATION

Prior to Broadcast Day

1-800-995-6429, Follow prompts for "Academy Division"

On Broadcast Day – April 13, 2016

9am-12pm Pacific Time, 12pm – 3pm Eastern Time

NOTE: Arizona Standard Time – 9am – 12pm

See the live telecast at: <http://nicic.gov/ViewBroadcast>

Join the simultaneous online live chat discussion during the program at:

<http://nicic.gov/LiveChat>

Participate in the Live On-Air Discussion via:

Phone: 1-800-278-4315

Email: nic@ksps.org

PROGRAM OBJECTIVES

- Discuss the importance of a proactive community-minded approach to communicating your mission, vision and values.
- Highlight the characteristics of effective PIOs in contemporary media markets.
- Present strategies for being the active voice of your jail and telling your story by engaging the media.
- Provide approaches for engaging the community with your jail's mission.
- Discuss opportunities for promoting a healthy work-life balance for PIOs.

PROGRAM SCHEDULE - April 13, 2016

On-Air via Internet

9 am -12 pm Pacific, 12 pm-3 pm Eastern

NOTE: Arizona Standard Time, 9am – 12pm

15 minute break at halfway point

CONTINUING EDUCATION UNITS

CEUs are available through Eastern Washington University.

1. Site Coordinator should print out the EWU registration form, program evaluation form and participant sign-in /sign-out sheet.

(CEU Forms are on the last pages of this Participant Guide.)

2. Participants sign-in, complete the CEU registration form, take part in teleconference, fill out the evaluation and sign out. Submission of sign-in /sign-out sheet is required by IAECT which approves CEUs.

3. At conclusion of the program, the site coordinator should mail all forms and a fee of \$22.00 payable to EWU for each participant who desires CEUs. Payment can be made to EWU by check or money order only.

Mail Forms to:

Office of Continuing Education - Extended Campus

Eastern Washington University

300 Senior Hall

Cheney, WA 99004-2442

Phone: 509-359-7380 1-800-351-9959

FAX: 509-359-2220

NOTE: *Coordinators should only send in forms if there are participants who are applying for CEUs.*

4. Once EWU receives and processes the registration forms, each participant will receive via mail a CEU form which details course information and each participant's information.

PRESENTER BIOS



Panda J. Adkins, MSP began her career in corrections with the Davidson County Sheriff's Office in Nashville, TN. In 2012, she joined the National Institute of Corrections as a Correctional Program Specialist. Panda currently manages the Inmate Behavior Management Initiative, including the Direct Supervision and IBM training programs as well as the Jail Public Information Officers' Network. Ms. Adkins holds a Master of Science with an emphasis in Public Service Management. She believes we have a responsibility to involve the communities we serve and return people to the community better than they were when they entered our systems.



Simon Crittle, BA, MA has been the Denver Sheriff's Department spokesman for nearly two years. He was hired to help restore balance to the agency's reputation after several high profile use of force incidents in Denver's jails. Simon has a long history as a political aide and print journalist, and is the author of a biography about an organized crime boss in New York City, entitled *The Last Godfather*. Simon believes the key to successful communications is to think like a journalist; providing the media with the elements they need, and in doing so, use the broad reach of the media to tell your story in the way you want it to be told.



Mike Dooley, M.Ed. has over 37 years of correctional experience including work in prisons, jails, probation, parole, and training. As Director, he currently oversees the training program for the Pennsylvania Department of Corrections. Mike started as a correctional officer in Vermont where he spent 18 years working in a variety of capacities. He then joined the National Institute of Corrections focusing on mental health, leadership development, training, and distance learning. Mike currently serves as a Commissioner for Accreditation with the American Correctional Association. Mike's passions are to advance positive practices and outcomes throughout the corrections industry through training and staff development.



Yolonda Evans joined the Prince George's County Department of Corrections as the Public Information Officer in 2012. She oversees community outreach, legislation, media relations, website content and special projects. She has over 18 years of experience in public and community relations. Yolonda enjoys educating the public about the corrections profession, including explaining the difference between a jail and a prison and how the many programs at the jail can help the incarcerated return to the community as more productive citizens.

PRESENTER BIOS



Derrick Jackson has served as the Director of Community Engagement for the Washtenaw County Sheriff's Office, since 2008. As a social worker and Certified Law Enforcement Officer, he has a unique perspective and role in building bridges between law enforcement and the communities they serve. Whether it be through the creation of a web series, *Beyond The Badge*, working on a network reality show that focuses on rehabilitation of youth offenders, or developing a street outreach team made up of former inmates of the Washtenaw County Jail, Derrick works to share the story of the sheriff's office in creative and innovative ways.



James Keith is the Chief Communications Officer for the Bexar County Sheriff's Office in San Antonio, Texas. He has a Bachelor's Degree in Radio/TV from Sam Houston State University and a Master's Degree in Communication and Leadership from Gonzaga University. James spent more than a decade working as a television reporter, anchor and manager before crossing over into public relations. Having worked on both sides, James understands the importance of cultivating positive media relationships. His desire is for each public information officer to thrive as they share their stories - both good and bad - with the public.



Nicole Nishida is the Public Information Officer for the Los Angeles County Sheriff's Department which has the largest jail system in the nation and is the largest sheriff's department in the United States. Her role is to provide critical information to the media about various department related issues, incidents, and priorities. She develops strategic media plans to further the department in a positive manner. Nicole has been with the Los Angeles Sheriff's Department since 2008 and previously worked at KTLA 5 News. She holds a degree in Broadcast Journalism and has many years of experience in media relations. Nicole works tirelessly at furthering relationships with the media and serving the Sheriff's Department's core mission.



OBJECTIVES

- ✓ Describe the characteristics of the jail PIO in your media market.
- ✓ Provide information resources on core functions of PIOs.

SELF INVENTORY

Public Information Officer (PIO) Self-Inventory

Please rate yourself on the following questions using the scale provided.
 1 = NOT at all 2 = Some of the time 3 = Frequently 4 = ALL of the time

Statement	Self Rating
1. I actively build productive relationships and rapport with the media and community.	
2. I seek opportunities to tell my agency's story.	
3. I am available, responsive, and courteous when working with reporters.	
4. I strategically use media outlets, community relations, social media, and other forms of press to share the mission, vision, and values of my agency.	
5. I am informed about relevant data regarding my jail and leverage that data to our benefit.	
6. I effectively manage multiple tasks simultaneously while taking care of myself.	



CHARACTERISTICS OF AN EFFECTIVE PIO

- Relationship builder
- Proactive
- Available
- Responsive
- Strategic communicator
- Direct liaison for media and community
- Engaging
- Articulate
- Data informed
- Effective at multi-tasking

ADDITIONAL RESOURCES

National Information Officers Association

<http://www.nioa.org/site/>

Police Chief Magazine – Article Describes What Makes an Effective PIO

http://www.policechiefmagazine.org/magazine/index.cfm?fuseaction=display_arch&article_id=1345&issue_id=122007

FEATURED VIDEOS - LINKS

Sending One Message About Your Jail

https://youtu.be/vA_KW4ltdRk

Expectations of a Jail PIO - Administrators' Comments

<https://youtu.be/ZO1gJyJKDek>



OBJECTIVES

- ✓ Describe effective ways of using the media to proactively tell your story.
- ✓ List best tools available for PIOs wanting to engage journalists.
- ✓ Explain best practices for promoting your agency and using social media.

TOOLS SURVEY

Which tools do you use to proactively tell your jail's story?

Check all that apply.

Social media tools such as Twitter, Facebook, LinkedIn and Instagram _____

Press releases _____

Press conferences _____

Sit down interviews _____

Pitch stories to the media _____

Use key messages _____

Newsletter _____

Website / page _____

Local access TV / public TV _____



WHY PROACTIVE POSITIVE COMMUNICATIONS?

- Tell your story.
- Don't wait for media to define your agency.
- Build awareness and understanding about your agency.
- Highlight the positives.
- Portray staff as skilled, dedicated professionals.
- Enhance public understanding.
- Earn your community's trust.

PIO KEY MESSAGES: DENVER SHERIFF'S DEPARTMENT

- We are providing safety and security for the Denver community by ensuring care and custody of inmates.
- While Sheriff officers are well trained and dedicated, we are committed to improving policies and procedures to better serve Denver.
- We believe in building community by preparing inmates for release and providing programs to reduce re-offending.

WHAT ARE YOUR AGENCY'S KEY MESSAGES?

STRENGTHENING YOUR MESSAGE

- Ask two basic questions: Who do you want to reach?
What do you want them to know?
- Make questions meaningful.
- Use everyday language people understand.
- Stick to main messages in all communications.

HOW DOES THE MEDIA GET TO YOUR STORIES?

- Tips
- Scanners
- Community involvement
- Staff meetings
- Social media
- Press conferences

HOW DO YOU GET YOUR MESSAGE OUT?

TIPS:

- Get to know the news staff in your community
- Meet newsroom leaders face-to-face
- Never say "no comment"
- If you cannot talk about an ongoing investigation, explain
- May need to diffuse stories that sound "juicy" to reporters
- Build relationships of trust, so media know you will be forthcoming with both good and bad news

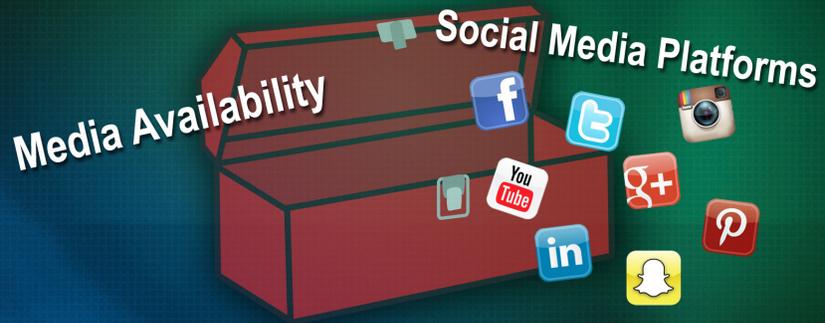
SUCCESSFULLY PITCHING STORIES TO THE MEDIA

- Phone calls are often more effective than press releases
- Try to determine news angle or hook beforehand
- Be prepared to supply interview subjects, data and visual elements
- Tailor stories to different mediums (print, TV, radio)
- Provide print reporters with photo idea as part of pitch
- Present different types of stories to different media organizations with different outlooks (NPR vs tabloid papers)
- Offer big stories to all media outlets - more bang for the buck
- Consider pitching exclusives for smaller stories

TOOLS TO USE



TOOLS TO USE



TOOLS TO USE



USING THE RIGHT TOOL FOR THE RIGHT STORY

LASD/DOJ SETTLEMENT AGREEMENT



LASD and Department of Justice Settlement Agreement Press Release

The Sheriff's Department and the United States Department of Justice announced on Wednesday August 5, 2015 a joint settlement agreement that will support a holistic approach to overall reform in the nation's largest jail system.

The provisions under this agreement define specific corrective actions but also for the first time implement a coordinated multi-department county-wide systemic approach that supports continuous improvements in the Custody Division. These vital improvements include a closely coordinated team approach between Custody staff, Department of Mental Health (DMH) clinicians and medical services working in partnership across the continuum of inmate care, from intake and assessment of needs, crisis intervention, suicide prevention and upgrades in suicide risk procedures, critical incident reviews, safety checks, referrals, and follow-up and transition back in to community.

"The agreement announced today is an opportunity to move beyond the challenges of the past and build on progress already underway. It is our promise not simply to the Department of Justice, but to our entire community," explained Los Angeles County Sheriff Jim McDonnell. "Working with the federal government, County leaders and outside experts, our Custody Division will continue to implement corrective actions that will lead to more positive outcomes for incarcerated individuals suffering from serious mental illness, a safer environment for inmates as well as personnel who work in our jails, and enhanced policies and practices that will ensure the humane and constitutional treatment of those in our charge who eventually return to our community." (Sheriff McDonnell's full statement on the agreement is available at www.lasd.org).

"The key difference in this agreement is having a sustainable plan," added Terri McDonald, Assistant Attorney General. "We have created the partnerships and received the resources necessary to ensure a model of custodial care."

PROMOTING GOOD NEWS STORIES



#LASD Jail Deputies Save Life of Suicidal Inmate (Photos Attached)

Twin Towers Correctional Facility is a county jail within Los Angeles County. It houses approximately 2,400 mentally ill inmates, which is more than any jail facility in the United States. Module 162 is located within Twin Towers Correctional Facility and houses approximately 192 mentally ill inmates.

The inmates are afforded daily programming in the form of outdoor recreation, indoor recreation, and group therapy. During group therapy, service providers conduct daily activities with the inmates in the dayroom.

On June 22, 2015, Deputy Clarissa Torres walked along the upper tier of Module 162 and allowed inmates to exit their cells to participate in group therapy. An inmate told Deputy Torres he and his cellmates wanted to participate in group therapy. Deputy Torres opened the cell door and directed both inmates to walk down to the Dayroom where deputies were standing by to secure the inmates in the program area. As the inmate neared the stairs, he climbed head first over the railing, and began to lunge forward attempting to jump off the upper tier.

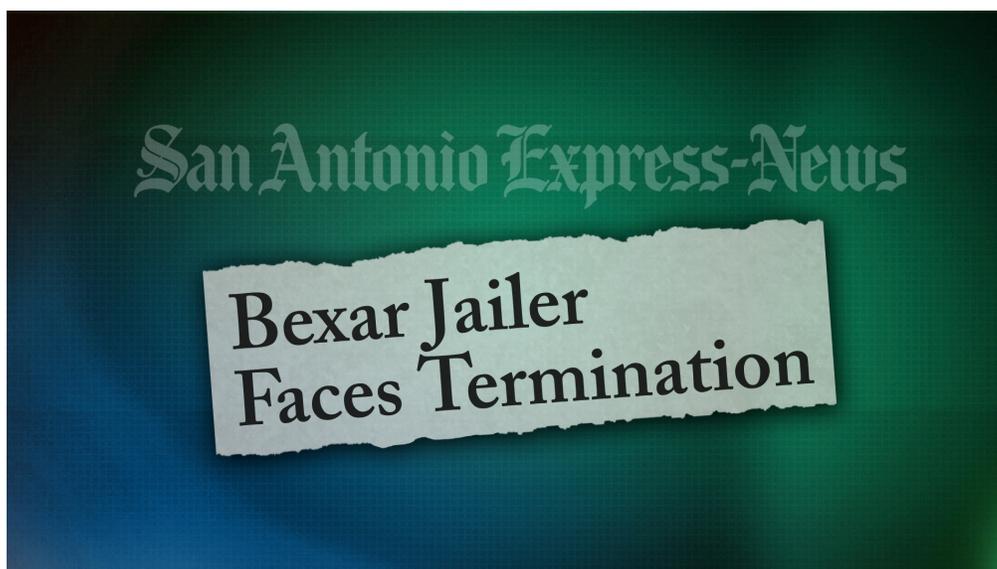
Deputy Torres instinctively reached out and grabbed the inmate, with only one hand, grabbing the inmate's wrist as he let go of the railing. The inmate weighed in excess of 150 pounds. Deputy Sampson and Deputy Lima quickly responded to the upper tier to assist Deputy Torres with holding onto the inmates' arms.

Deputy Leonetti, Deputy Santillan, Deputy Ringer, and Custody Assistant Arechiga, who were on the bottom tier grabbed and held inmate Sanchez's feet, preventing him from falling to the ground. Deputy Torres worked together as a team to safely lower the inmate to the dayroom.

MANAGING CRISES: CONTROLLING YOUR MESSAGE

- Respond to media sooner rather than later
- Know that if PIO doesn't provide information, someone else will
- Express concern, empathy and urgency
- Be human and talk like one
- Don't lie; admit when you don't know, but say you will find out
- Preparation will limit length of PR crisis

PROACTIVELY CONTROLLING YOUR MESSAGE



SOCIAL MEDIA TOOLS



EFFECTIVE USE OF SOCIAL MEDIA

DENVER SHERIFF DEPARTMENT'S FACEBOOK POST



USING SOCIAL MEDIA EFFECTIVELY

- Plan to spend considerable time and effort on social media campaign
- Work to build a large, loyal following
- Determine if you have the resources for a social media campaign
- Recognize that Facebook posts only reach about 1% of fan base
- Determine how to reach as many people as possible
- Post original, compelling social media content
- Content should engage readers and compel them to “like”, “share”, “comment on”, and “retweet” your posts

SOCIAL MEDIA BEST PRACTICE TIPS

- Post every single weekday (OK for weekends off)
- Space posts throughout the day
- Remember, social media has lots of traffic during morning work commutes
- Be realistic about your time; limit number of social media pages if you cannot keep up with them
- Start with one or two social media pages, then build
- Use most common channels- Facebook and Twitter, LinkedIn for recruiting, Snapchat to reach teens, Instagram and Pinterest
- Think back to key messages and relay them in your posts

SOCIAL MEDIA - TELLING YOUR STORY

- Post stories about officers' good works
- Create short write-ups with images
- Produce videos of less than a minute in length
- Record podcasts featuring professionals "talking shop"
- Include information graphics
- Take a lighter tone for the less formal medium
- Don't be afraid to poke fun at yourselves

AVOIDING PITFALLS OF SOCIAL MEDIA

- Keep all posts respectful, courteous and responsive
- Avoid being drawn into online arguments
- Create a social media policy
- Describe what is appropriate and what is not
- Start with one or two social media pages, then build
- Discuss topics such as intellectual property and copyright
- Use boiler plate policies available online to get started
- Consider policies that cover the agency and those who work for it

ADDITIONAL RESOURCES

Police One Website Media Relations Page

<http://www.policeone.com/media-relations/>

Article on Social Media for Law Enforcers

http://www.policechiefmagazine.org/magazine/index.cfm?fuseaction=display&article_id=2018&issue_id=22010

International Association of Police Chiefs Social Media Website

<http://www.iacpsocialmedia.org/>

FEATURED VIDEOS - LINKS

Engaging the Media - PIOs Comment on Strategies

<https://youtu.be/rJBQv0ZgG0c>

NARCAN Kits - Story on Preventing Overdose Deaths

<https://youtu.be/2G05rStNIQY>

Developing Relationships with the Media - Conversation with a Reporter

<https://youtu.be/nv1MgKi7aN8>

Vignette - How to Effectively Pitch Your Story

<https://youtu.be/U2ckZLDeiA8>

Using the Right Tools with the Right Story - LASD / DOJ Settlement

<http://abc7.com/news/la-county-sheriffs-department-agrees-to-federal-oversight-of-jail-system/906205/>

Good News Story - Officer Saves Inmate's Life

https://youtu.be/XMU_7x2eOFw

Bexar County Sheriff's Department - Day in the Life of a Corrections Officer

<https://youtu.be/AfRbYlxlwE>

Good News Story - Homeless Inmate's Dog Cared For

<https://youtu.be/djqDu083pxY>



ENGAGING THE COMMUNITY

OBJECTIVE

✓ Identify and apply tools and techniques to effectively engage and communicate with your community.

COMMUNITY INVOLVEMENT SURVEY

COMMUNITY INVOLVEMENT

✓ Do you participate in any of these?

- | | |
|------------------------------------------------------------------------|-----------------------------------------------------|
| <input type="checkbox"/> Newsletter | <input type="checkbox"/> Facebook, Twitter, YouTube |
| <input type="checkbox"/> Annual Report | <input type="checkbox"/> Jail Tours |
| <input type="checkbox"/> Volunteers | <input type="checkbox"/> Citizens Academy |
| <input type="checkbox"/> Serve on Community Boards
or Organizations | <input type="checkbox"/> Cultural Days |
| <input type="checkbox"/> School Involvement Religious Involvement | <input type="checkbox"/> Community Outreach Team |
| <input type="checkbox"/> Community or Political Meetings | <input type="checkbox"/> Web/TV Presence |
| | <input type="checkbox"/> Share Jail Data |



UNDERSTANDING YOUR COMMUNITY

- Understand demographics to help PIO formulate message of jail
- Identify audience and stakeholders
- Know political makeup of the community
- Develop relationships with political leaders
- Educate the community about mission and commitment to public safety

STRATEGIES FOR ENGAGING THE COMMUNITY

- Participate in community meetings and events
- Reach out to town halls, board of education, homeowners associations, and community groups doing good works
- Listen to community concerns
- Find out how the jail can play a part in addressing community issues and concerns
- Realize the community won't come to you; you have to reach out to the community
- Develop community relationships BEFORE crises to build trust

ENGAGING THE COMMUNITY - CITIZEN ACADEMY



ENGAGING THE COMMUNITY - STREET OUTREACH

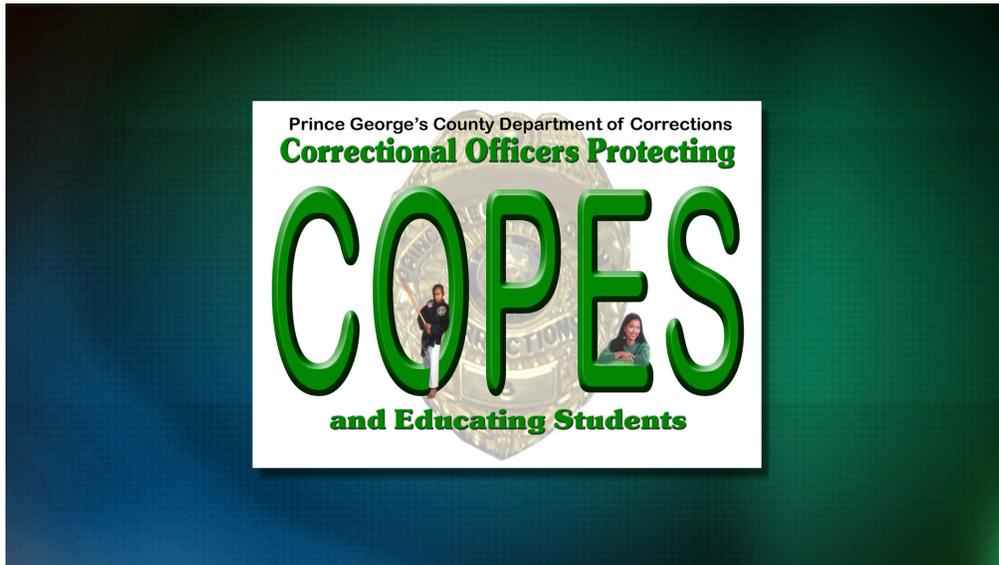


ENGAGING THE COMMUNITY - JAIL TOURS

JAIL TOUR



ENGAGING THE COMMUNITY - COPEs



ENGAGING THE COMMUNITY - COPEs



ENGAGING THE COMMUNITY - ENPACT



ENGAGING THE COMMUNITY - ENPACT



COMMUNICATING DIRECTLY WITH THE COMMUNITY



COMMUNICATING DIRECTLY WITH THE COMMUNITY



COMMUNICATING DIRECTLY WITH THE COMMUNITY



TED TALKS FORUMS

- Opportunity for offender involvement, share their voices
- Builds community understanding of offender issues
- Bridges gap between jails and communities
- Creates a human face for those in jail and professionals who work there
- Allows for sharing of ideas and perspectives
- Helps create a strategic connection that can enhance successful return of offenders to the community

ADDITIONAL RESOURCES

Department of Justice Resource Guide - Building Better Community Relationships

<https://www.bja.gov/Publications/CommRelGuide.pdf>

Rand Corporation Think Tank - Community Relations for Law Enforcers

<http://www.rand.org/topics/police-community-relations.html>

FEATURED VIDEOS - LINKS

Engaging the Community - PIOs Comment on Strategies

<https://youtu.be/JfLV41ZQOyM>

Correctional Officers Protecting and Educating Students - Principal interview

<https://youtu.be/MnK4rKwoBtw>

Enhancing Police and Community Trust

<https://www.youtube.com/watch?v=kXkrvSVJyUw>

Nail Technician Program for Offenders

<https://www.youtube.com/watch?v=ACPBesg9Xas&feature=youtu.be>

Beyond the Badge Web TV Program

<https://www.youtube.com/watch?v=sdjPuSUOvok>

The Lady Lifers: A Moving Song from Women in Prison for Life

https://www.ted.com/talks/the_lady_lifers_a_moving_song_from_women_in_prison_for_life



OBJECTIVES

- ✓ Highlight the importance of work-life balance for PIOs
- ✓ Share additional resources

WORK-LIFE BALANCE: WHY IT MATTERS

LACK OF BALANCE

- Can affect health due to: stress, eating on the go, lack of sleep, lack of exercise
- Decreased productivity / creativity
- Burnout/ frustration with job
- Increased sick time / family leave
- Higher turnover

APPROPRIATE BALANCE

- Improves overall health
- Enhances creativity
- Allows for better planning, preparation
- Relaxation improves productivity
- Improved life enjoyment

UPCOMING NIC BROADCAST

Corrections Stress: Peaks and Valleys

June 22, 2016

NIC RESOURCES

NIC PIO Network Meeting

August 17 & 18, 2016

NIC Jail PIOs Webinar

October 20, 2016

11 am EST, 10 am CST, 9 am MST, 8 am PST

NIC VIRTUAL CONFERENCE 2015



 <http://info.nicic.gov/virt>

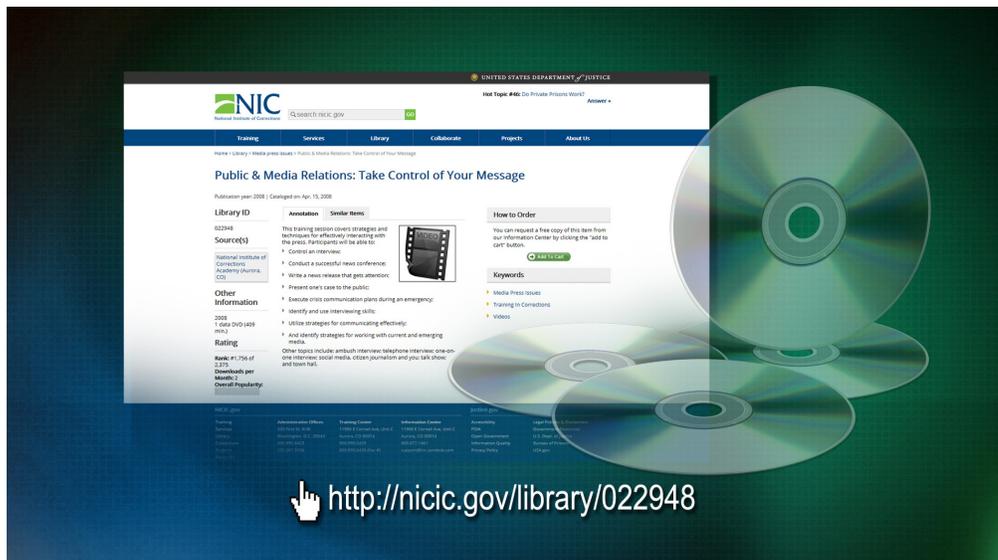
NC Website

www.nicic.gov

NIC Information Center

1-800-877-1461

NIC RESOURCES



ADDITIONAL RESOURCES

NIC Broadcast - Making the Media Work for You in the 21st Century

<http://nicic.gov/library/020869>

Federal Emergency Management Agency Courses for PIOs

<https://emilms.fema.gov/IS29/PIO0101150text.htm>

FEATURED VIDEOS - LINKS

Advice from Experienced PIOs

<https://youtu.be/4GPFcUMmV0k>

Vignette: Work-Life Balance

<https://youtu.be/cujglpPjoq0>

Non-Credit Professional Course Registration

Office of Continuing Education - Extended Campus



300 Senior Hall
 Cheney, WA 99004-2442
 Phone: (509) 359-7380 1-800-351-9959
 FAX: (509) 359-2220
 continuinged.ewu.edu

Todays Date: _____ Quarter: _____

Last Name First Name Middle Name Previous Name

Mailing Address City State Zip Code

Email Address (Mandatory to sign into CANVAS) Daytime Phone Number Home Phone Number

EWU Student ID Number Date of Birth (Required)

Do you have any Special Needs? (Please specify): _____

Gender Male Female | Are you a resident of Washington? Yes No

Have you previously earned credit through EWU? Yes No | If yes, when? Quarter _____ Year _____

Are you of Spanish/Hispanic origin? (Check all that apply)

- No, not of Spanish/Hispanic (999)
- Yes, Chicano/Chicana (705)
- Yes, Mexican/Mexican American (722)
- Other Race (Specify): _____
- Yes, Cuban (709)
- Yes, Puerto Rican (727)
- Yes, other Spanish/Hispanic: _____
(Specify one group, for example Columbian, etc)

- Bachelors Degree
- Graduate
- Completed Doctoral Program
- Non-Credit/Prof. Dev.
- Post-Baccalaureate
- Other(Please Specify): _____

Required: What race do you consider yourself? (Check all that apply)

- White/Caucasian (800)
- Eskimo (935)
- Korean (612)
- Asian Indian (600)
- Hawaiian (653)
- Black/African American (870)
- Aleut (941)
- Filipino (608)
- Guamanian (660)
- Japanese (611)
- Chinese (605)
- American Indian (597) Name of Principal or enrolled tribe: _____
- Vietnamese (619)
- Samoan (655)
- Other Asian or Pacific Islander: _____

Course Information:

PDU CEU CE Clock Hours
 Event Date(s): (.3 CEUs) April 13, 2016 \$22.00

Course Title: No New is NOT Good News: The Role of PIOs in Jail

Location: NIC Broadcast: Live Internet Broadcast

Payment Information

Check (payable to EWU)
 Money Order

Mail Registration and Tuition:

Eastern Washington University
 Office of Continuing Education
 300 Senior Hall, Cheney, WA 99004-2442
Or fax: 509.359.2220

Eligible taxpayers may claim a tax credit on EWU courses. For more detailed information, please refer to IRS Publication 3064. "Notice 97-60 Education Tax Incentive." For purposes of the new Hope and Lifelong Learning tax credits. Federal Law (Section 6109 of the Internal Revenue Code) requires the University to obtain your Social Security Number. Thank you for your cooperation.



Eastern Washington University
 Continuing Education
 NIC Live Broadcast / Internet Broadcast
 Course Title: No News is NOT Good News
 Sign-In & Sign out Sheet
 April 13, 2016

PRINTED NAME	SIGNATURE / SIGN IN	POSITION	SIGNATURE / SIGN OUT
1.			
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12			
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14			
15			

***Eastern Washington University
Continuing Education
Workshop Summary***

Workshop: NIC Live Broadcast / No News is NOT Good News: The Role of PIOs in Jail
Date(s): April 13, 2016
Location: NIC Live Broadcast
Facilitator: National Institute of Corrections: Leslie LeMaster

Your feedback is important. It is the basis of our continuous improvement to ensure that programs meet or exceed your expectations. Thank you for taking the time to complete this evaluation.

Response Code

5-Excellent 4-Good 3-Adequate 2-Poor 1-Desire changes

Instructor Effectiveness

Knowledge of subject	5	4	3	2	1
Ability to teach according to the student's level	5	4	3	2	1
Organization of class meeting	5	4	3	2	1
Ability to answer questions	5	4	3	2	1
Ability to encourage participation	5	4	3	2	1

Course Information

Course objectives met my expectations	5	4	3	2	1
Material contributed to learning	5	4	3	2	1

Facilities and General

Comfort of classroom for learning	5	4	3	2	1
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Overall

Overall, I rate the learning experience	5	4	3	2	1
I would recommend this course to others (Please circle your response)	Yes		No		

Comments:

Suggestions for improvement:

THANK YOU